

# Knowledge Base

Reduce Costs & Expand Access with a Self-Help Knowledge Base.

BlackBeltHelp’s Knowledge Base empowers an institution’s students and faculty to solve their problems on their own, cutting down the institution’s helpdesk costs and reducing resolution time. From enabling your helpdesk agents, to finding the right answers faster, to student self-service, a Knowledge Base acts as your institution’s own search engine for guided resolution to any user issues.



## ONE SOURCE FOR ALL THE ANSWERS



- ✓ Self Service
- ✓ Connects to live/virtual support
- ✓ Key Applications Service Status (Uptime)
- ✓ Analytics

## KNOWLEDGE BASE - FEATURES

### Improves productivity

Advisors can quickly and easily locate, access, and provide accurate answers to customers.

### Streamline your knowledge management process

Accuracy of articles, enables staff to update and maintain articles while leveraging reports for smarter decision-making.



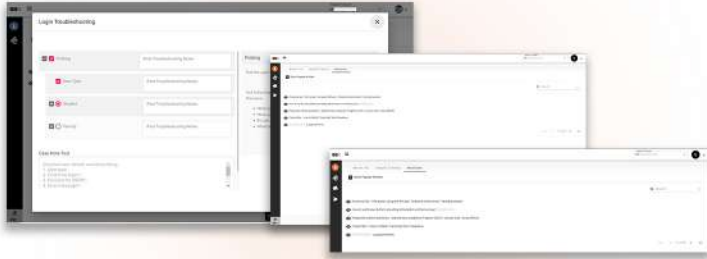
### Help customers help themselves

A knowledge base provides your end-users with the information they need to utilize self-help service options.

### Send instant alerts to your end-users

Provides administrators with a straightforward way to communicate valuable information to users.

## BENEFITS OF KNOWLEDGE BASE



- ✓ Reduces the number of helpdesk interactions
- ✓ Decreases support costs
- ✓ Ensures accuracy
- ✓ Empowers end-users
- ✓ It is cost-effective

## KNOWLEDGE BASE TIMELINE

### 1 SETUP AND CONFIGURATION

- Sub Domain Registration
- Creation of Knowledge base Objects and db
- Creation of KB articles
- DL creation for ticket submission
- Salesforce Configuration
- InContact Configuration
- Knowledge Articles Configuration
- Unit Testing – Internal

### 5 UAT AND CHANGES

- Share link with the AM/Implementation Team/Client
- Walkthrough of PKB to the client
- User Acceptance Test - 1
- Changes per client request
- Share update with the client
- User Acceptance Test - 2

### 6 GO-LIVE

### 1 SCOPE AND REQUIREMENT GATHERING

- Kick off Meeting
- Build Discovery Packet
- Send Discovery Packet to Client
- Discovery Documentation Clarification Sessions with the Client
- Get the completed Discovery Packet from Client
- Audit Discovery Packet

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### 3 WEBSITE REDIRECTION

- Share CSR with the client
- Get certificate from the client
- Deploy certificate on lexicon server
- Troubleshooting redirection

4

### 5 CLIENT DEPLOYS THE LEXICON ON THEIR SITE

6

Approximately 5-6 weeks



*"BlackBeltHelp is the leading provider of CCaaS and AI-powered CX Engagement Solutions for students, faculty, and staff.*

*Our CX Solutions and Human Cloud Network empower Higher Education Institutions to extend their support services across campus, improving the student experience and ultimately increasing enrollment and retention."*

**- Anthony R. Humphreys, President, BlackBeltHelp**

**Request a live demo today!**

